



KARMA NIRVANA

Supporting victims of honour-based abuse
and forced marriage



Service Delivery and Development Manager

Recruitment Pack

About Karma Nirvana

Karma Nirvana is the longest-established specialist charity dedicated to supporting victims and survivors of **Honour Based Abuse (HBA)**. For close to three decades, we have led the campaign against **Honour Based Abuse**; supporting, educating and empowering all those impacted to live abuse-free.

We run the national Honour Based Abuse Helpline, train frontline practitioners and professionals, and campaign for change, working with parliamentarians and policy-makers. Central to our work is the voice and lived experience of survivors of Honour Based Abuse.

Our Vision

Ending Honour Based Abuse is what motivates us every day.

Whilst our vision to end Honour Based Abuse is ambitious, it is not impossible.

Our new strategy focuses on bringing Honour Based Abuse into the main-stream. We want it to be everyone's business.

For the next three years, our vision is to see Honour Based Abuse universally, quantitatively, and politically represented and understood in the UK.

We want to close the data gaps and build the data picture, providing a reliable evidence base of the problem and the solutions to tackle it. Our strategic activities will increase the offer of specialist safe spaces and improve the response that victims and survivors of Honour Based Abuse receive on the frontline.

Society has been under an unspoken rule of not talking about Honour Based Abuse for too long. We're on a mission to make Honour Based Abuse everyone's business. Join us in working together to shine the spotlight and End Honour Based Abuse.

JOB DESCRIPTION

Job Title Service Delivery and Development Manager

Location *Hybrid to West Yorkshire area*

Hours 38.45

Salary scale £35,000, grade 3

Term Permanent (*fixed term*)

Overview

Karma Nirvana is seeking a dynamic and compassionate individual to join our team as a Service Delivery and Development Manager. This pivotal role involves overseeing the effective delivery of our support services for individuals affected by honour based abuse, while also playing a key role in the development and enhancement of these services. The ideal candidate will have a strong background in service delivery and development, and a deep commitment to making a positive impact on the lives of those affected by honour based abuse.

Duties and Key Responsibilities

Service Delivery Oversight

- Manage and supervise the day-to-day operations of our support services.
- Ensure services are delivered with empathy, sensitivity, and in accordance with the organisation's mission and values.
- Provide guidance and support to the senior frontline team to ensure high-quality service provision.
- Manage budgetary allocations for service delivery and development initiatives.

Development and enhancement of Support Services

- Lead the strategic planning and development of Honour Based Abuse support services, ensuring alignment with emerging needs and industry best practices.
- Conduct regular needs assessments and stay informed about evolving trends in Honour Based Abuse to inform service enhancements.
- Collaborate with relevant stakeholders, including survivors, community organisations, and government agencies, to gather input for service improvements.

New Service Development

- Conceptualise, plan, and lead the development of new support services for individuals affected by Honour Based Abuse.
- Build a compelling business case narrative for new services, outlining objectives, anticipated outcomes, and resource requirements.

- Conduct thorough research to identify funding opportunities and potential partnerships for sustainable service implementation.
- Collaborate with the operations and finance lead to create realistic budget projections for new service initiatives.

Funding Opportunities and Grant Writing

- Research and identify potential funding sources, grants, and opportunities to support sustaining and developing Honour Based Abuse services.
- Develop and submit persuasive grant proposals, clearly articulating the need, goals, and expected impact of the proposed services.
- Cultivate relationships with funders, donors, and philanthropic organisations to secure financial support for service development and enhancement.

Team Leadership and Development

- Provide leadership and mentorship to the frontline service delivery team.
- Foster a collaborative and supportive work environment, encouraging professional growth and development.
- To provide and deliver high quality training that enables all internal staff to always deliver services to a high standard.
- To support staff in responding to any arising and potential capability issues.

Collaboration and Stakeholder Engagement

- Work collaboratively with new and existing stakeholders to ensure a coordinated and effective response to Honour Based Abuse.
- Representing Karma Nirvana at national and local meetings.
- Engage with survivors to gather firsthand experiences and insights, incorporating their feedback into service development and improvement.
- Establish and maintain positive relationships including national and local government, VAWG organisations, researchers and other stakeholders.

Data Analysis and Reporting

- Work with data analysts to monitor service usage, trends, and outcomes to make data-driven decisions for all support services.
- Working with SLT to prepare and submit accurate and timely reports for internal use, funders, and regulatory bodies.

Recruitment

- Monitoring staffing levels and frontline service demand to ensure that all frontline services are appropriately and adequately staffed.
- Lead on all elements of frontline recruitment from advertisement through to appointment.

Frontline management and oversight

- To manage and develop staff in accordance with Karma Nirvana policy and procedures.
- To ensure all frontline staff receive timely supervision, in accordance with Karma Nirvana's policy.
- To ensure that probationary reviews are carried out.
- To respond to frontline human resource matters, including (but not limited to) annual leave, sickness and capability.
- Responsible for annual employee appraisals, performance reviews and professional development, including implementing feedback mechanism to support staff development.

Quality Assurance

- Implement and oversee quality assurance measures to monitor and evaluate service effectiveness, ensuring support services adhere to organisational standards and best practice.
- Conduct regular reviews and assessments to identify areas for improvement and ensure compliance with organisational standards, including around confidentiality and safeguarding.
- Stay informed about developments in the field, including relevant research, legislation, and policy changes, and integrate these into service enhancements.
- Monitor and evaluate the effectiveness of existing services, making data-driven decisions for continuous improvement.
- Putting Karma Nirvana frontline services forward for awards, to promote recognition, public awareness, and confidence in the quality of Karma Nirvana's services.

PERSON SPECIFICATION

Knowledge and Experience

Essential

- Previous Experience of working in the Violence Against Women and Girls (VAWG) and/or Domestic Abuse (DA) sector
- Professional experience of working with victims and/or survivor impacted by domestic abuse
- Experience of working within safeguarding guidelines and an environment bound by confidentiality.
- Proven experience in a managerial role within a support services organisation.
- Familiarity with quality assurance processes, service development, and data analysis.
- Ability to build and maintain positive relationships with internal and external stakeholders.
- Experience of delivering clear training ensuring learners improve learning and confidence.
- Experience of risk assessment, safety planning and developing support plans for victims and survivors of HBA and DA.

Desirable

- Strong understanding of the complexities of HBA and the needs of survivors.
- A good understanding of the intersectional inequalities and barriers faced by victims and survivors of HBA and DA from minority communities.
- Develop project reports based on data findings and service evaluations.

Skills and Qualifications***Essential***

- Excellent leadership, communication, and interpersonal skills.
- Computer literate and sufficient knowledge of Microsoft based applications including Teams.
- Ability to prioritise workload, set targets for self and managed teams and using their own initiative.
- Excellent writing skills and can write clear policies and procedures.
- Problem solving and creative thinker

Desirable

- Bachelor's or Master's degree in social work, psychology, counselling, or a related field.
- Ability to speak a second language preference where helpline need is.

Personal Qualities and Attributes***Essential***

- Enthusiasm, self-motivation and a self-managing 'can do' attitude
- Determination and willingness to take on new challenges and responsibilities
- A commitment to ending all forms of violence against women and girls
- Demonstrate punctuality and excellent time keeping
- Resilient and driven by making a difference
- Ability to demonstrate resilience and work under pressure.

Karma Nirvana Employment Benefits

Karma Nirvana offer a variety of benefits as part of their employment. We recognise the value that everyone brings to the organisation to achieve our vision and are dedicated to developing and rewarding our staff.

Annual Leave

Annual leave allowance is 28 days per annum plus public holidays.

Pension Scheme

Karma Nirvana operates a qualifying pension scheme with NEST which includes a 3% Employer contribution.

Employee Assistance Scheme

All Karma Nirvana staff has access to confidential support and advice service via an employee assistance scheme available 24 hours a day, providing support on various work and personal issues.

External Supervision

All helpline staff are provided with regular independent and external supervision that is centred on principles of being trauma-informed.

Supervision and support

Karma Nirvana has a commitment to providing regular supervision and support to staff with annual appraisals forming a key part of staff development. We have a training and development policy in place and encourage staff to take an active role in their career development plan.

Training and Development opportunities

Karma Nirvana provide a range of training and development opportunities to all staff. We ensure that staff also have the opportunities to bond as a team during our team building away days.

